

CRITICAL INFORMATION SUMMARY

CC4Teams – Contact Centre

PROVIDER

FlexrUC

ABN

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CONTACT

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This is a summary only. You must read the Full Terms and Conditions at www.flexruc.com.au/terms-and-conditions before making a decision.

DOCUMENT VERSION

DATE	OWNER & NOTES
16/06/2026	ZB – Document Creation & Publication
17/08/2026	ZB – Reformatting for print documents & added pricing example for clarity

Service Description

FlexrUC's CC4Teams service is a cloud-based contact centre solution fully integrated with Microsoft Teams. CC4Teams enables organisations to manage customer interactions from within Microsoft Teams, centralising voice calls, email, chat, and other supported communication channels within a single interface.

The following service types are available under this product:

CC4Teams Agent Pro Voice – voice-enabled contact centre agent functionality.

CC4Teams Agent Pro Omni – omnichannel contact centre functionality including additional customer engagement channels.

CC4Teams Supervisor – supervisor functionality including agent monitoring, queue management, and reporting capabilities.

CC4Teams Operator – reception and operator console functionality.

CC4Teams Reporting – advanced reporting and analytics powered by Microsoft Power BI.

Optional integrations are available for Microsoft Dynamics 365 and ServiceNow. CC4Teams integrates with Microsoft Teams and may be used alongside Direct Routing or Operator Connect telephony services. Additional Microsoft licensing, internet connectivity, equipment, and network services may be required.

Product & Pricing Information

Pricing for CC4Teams is determined based on customer requirements, selected licence types, user quantities, implementation requirements, and any applicable promotional or negotiated commercial arrangements.

Professional Services, afterhours emergency support, and service installation or configuration may incur additional fees. Request the Adhoc Rates Card from our team if needed.

A formal quotation will be provided prior to order acceptance and will detail all recurring and non-recurring charges applicable to the service. We've included an example below.

All pricing is exclusive of GST.

Pricing Example

Plan	CC4Teams – Agent Pro Voice, Per Agent Licence
Minimum Term	24 / 36 months
Plan Pricing	\$189.00 per agent licence, per month
Minimum Cost	\$6,804.00 1 agent licence × \$189.00 × 36 months
More Information	For full details of available packages, pricing, and inclusions, contact our Sales team on 1300 266 439.

To Use This Service, You Need

- A compatible Microsoft Teams environment.
- Appropriate Microsoft licensing, including Microsoft Teams and telephony services where applicable.
- High-speed broadband internet connectivity. Similar to other VoIP and cloud-based communications services, service quality is dependent on available bandwidth and network performance.
- A compatible internet and network environment capable of supporting cloud-based contact centre services.

Additional equipment, networking services, or professional services may be required.

Service Limitations

CC4Teams is a cloud-based contact centre platform and is dependent on:

- Internet connectivity.

- Microsoft Teams availability.
- Customer network configuration.
- Power availability.
- Microsoft cloud services and other third-party platforms.

Some functionality may require additional licensing, integrations, or optional add-on services. Features available to users may vary depending on the licence type purchased. Optional capabilities such as CRM integrations, reporting modules, and call recording services may incur additional charges.

Minimum Contract Term

CC4Teams services are generally supplied on a minimum 24-month contract term. Alternative terms may be available where agreed in writing and specified on the customer order or quotation. Any applicable contract term will be detailed in your proposal, quotation, and service order documentation.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service. FlexrUC's services are not available for resale or high-volume telemarketing.

Understanding My Bill

Your bill is issued monthly in advance for recurring service charges, and in arrears for any additional usage or charges not included in your service.

Charges for CC4Teams services commence from the date the service is provisioned by the supplier following receipt of a valid order. In most circumstances, provisioning occurs within approximately 7 days of a valid signed Application being received.

For the avoidance of doubt, billing commencement is based on the service provisioning date and not the customer's go-live date, implementation completion date, user adoption date, or first use of the service. Customers should ensure that all Microsoft licensing, connectivity requirements, implementation activities, and internal readiness activities are planned accordingly, as billing commencement may be before the go-live date.

Any implementation, professional services, licensing, integration, configuration, or third-party charges will be detailed on your proposal, quotation, order form, or invoice, as applicable.

Pro-rata charges may apply where services, licences, or add-ons are activated or modified part-way through a billing period. No pro-rata credit or refund is provided where a service is cancelled or terminated part-way through a billing period, including during the minimum contract term.

Changes to Service

FlexrUC may make changes to service features, routing, or platforms in accordance with the General Terms. Customers will be notified where required.

Order Withdrawal

If you withdraw the order prior to activation, a withdrawal fee may apply. This is dependent on how many business days past signing the paperwork the request is made.

- Business day 0 to business day 2: no withdrawal fee applies.
- From business day 3, up to 2 business days before the scheduled go-live or cutover date of your service (whichever applies): 1 month of your monthly access fee will apply.
- Less than 2 business days before the scheduled go-live or cutover date: standard early termination fees as detailed in 'Early Termination Charge' below apply.

Cancellation Policy

Clients must give a minimum of 90 days' notice when cancelling this service.

Notice of cancellation must be in writing:

- Either via email to support@flexruc.com.au; or
- In a letter addressed to PO Box 3232, North Turrumurra NSW 2074, Australia.

Services may be restricted or suspended if you fail to pay your bill or breach our Terms and Conditions or our Fair Use Policy.

Early Termination Charge

If you cancel the service within your contract term, you will be charged '100% of the monthly access fee' multiplied by 'the number of months remaining'.

Termination fees are capped as per TCP Code obligations. No pro-rata credit or refund is provided for any part of a billing period in which the service was active prior to cancellation.

Financial Hardship

If you are having difficulty paying your bill, contact us as early as possible on 1300 266 439 (Monday to Friday, 9:00am–5:00pm AEST/AEDT) or at billing@flexruc.com.au. Eligible customers can apply for free payment assistance under our Payment Assistance Policy, available at flexruc.com.au/policies/payment-assistance. Our priority is keeping you connected — disconnection is always a last resort.

Complaint Handling

If you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please email us at support@flexruc.com.au and request to escalate.

If you are not satisfied with our resolution, you can lodge a complaint with the Telecommunications Industry Ombudsman (TIO). This service is free and independent. Contact the TIO by

visiting <https://www.tio.com.au> or by calling 1800 062 058.

Standard Installation Requirements

- Microsoft Teams tenant and supporting Microsoft services must be available and correctly configured.
- Customers may require implementation, onboarding, configuration, integration, or professional services depending on the complexity of the deployment.

- Any cabling required in your premises beyond the Network Boundary Point is your responsibility.
- If you require continuity during a power outage, you must maintain appropriate backup power (e.g. battery/UPS).

Accessibility

All documentation and support are available in alternative or accessible formats. Please contact the FlexrUC team on support@flexruc.com.au or 1300 266 439 for further information.

Document language: English (AU).

Compliance statement: This document is intended to meet Critical Information Summary requirements under the Telecommunications Consumer Protections Code, as registered with the Australian Communications and Media Authority (ACMA).